



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 18-666

Board Meeting Date: 8/7/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, CIO/Director, Information Services Department
Juan Raigoza, Controller

Subject: Issuance of Purchase Orders to Infor (US), Inc. for License Support Maintenance

RECOMMENDATION:

Adopt a resolution authorizing the County Purchasing Agent to issue purchase orders, per the addendum to Software License Agreement with Infor (US), Inc. for license support maintenance, for the term of September 1, 2018, through August 31, 2020, with a total combined fiscal obligation between all purchase orders not to exceed \$227,000.

BACKGROUND:

Since April 2007, the County has been using Infor (US), Inc.'s Workbrain application as the automated time keeping system (ATKS) for County employees. It is a system of record for documenting hours worked by County employees and a primary source of data used to process bi-weekly payroll by the Controller's Office. Ensuring the availability of ATKS requires County staff as well as support from Infor (US), Inc.

On August 4, 2015 (Resolution # 073948) the Board authorized the County Purchasing Agent to issue purchase orders to Infor (US), Inc. for providing license support maintenance for the term of September 1, 2015, through August 31, 2018, and a total combined fiscal obligation between all purchase orders not to exceed \$370,000.

In January 2018, the Controller's Office, in partnership with Information Services Department (ISD), completed a 7-month project to upgrade ATKS and its infrastructure as part of its commitment to keep the mission critical application current and supportable.

DISCUSSION:

Preventative and routine maintenance of ATKS is required to ensure ATKS will be available for employees to enter their hours worked and to ensure that strict deadlines for payroll processing are met. ATKS is a proprietary application and maintenance, such as software patches, are solely provided by Infor (US), Inc. For these reasons, ISD is recommending that the Board waive the

Request for Proposal process as Infor (US), Inc. is the only vendor available to provide software support for ATKS.

County Counsel has reviewed and approved the resolution to form.

Approval of this resolution, as recommended by the Countywide Human Resources and Payroll Committees, contributes to the 2025 Shared Vision of a Collaborative Community as it will ensure vendor's continued support of the County's time keeping system will meet all defined performance measures during the expanding reliance of the County's timekeeping system.

PERFORMANCE MEASURE:

Measure	FY 2017-18 (Actual)	FY 2018-19 (Projected)
Percent of Information Technology Availability	99.9%	99.9%

FISCAL IMPACT:

The term of this purchase authorization is from September 1, 2018, through August 31, 2020, with a total combined fiscal obligation not to exceed \$227,000. Funds are included in ISD's Recommended Budget for FY 2018-19 and will be included in future year's budget requests.